

When have you last changed your password (date) ?

How often do you typically change your password?

- More often than weekly
- Weekly
- About once a month
- About every three months
- Less often than every three months
- Never

Section D – Your internet usage

Did you at any time access your Moneybookers account through a public computer or a computer that belonged to another person or to which another person had access to before the disputed transaction took place?

No

Yes (please provide details)

Were any of the computers through which you have accessed your Moneybookers account connected to other computers by way of a private network or virtual private network?

No

Yes (please provide details)

Was every computer through which you have accessed your Moneybookers account secured against unauthorised access and protected by up to date anti-virus software, anti-malware software and firewall?

No

Yes

If yes, please provide the following details:

Anti-Virus Software installed (product name, version, last updated):

Anti-Malware Software installed (product name, version, last updated):

Firewall installed (product name, version, last updated):

Other security measures:

Declaration

I hereby declare that all information given in this questionnaire is accurate, complete and that I have not withheld any relevant information. I further declare that at no point have I shared my password or other login credentials of either my Moneybookers account or my primary email account with anyone or acted with gross negligence

I understand that knowingly giving a false answer or knowingly omit to give complete information on relevant facts may be treated as fraud or attempt to defraud and will be reported to the relevant authorities.

Accountholder signature

Date